

OFFICE OF THE CHIEF OF POLICE

SPECIAL ORDER NO. 17

April 16, 2002

SUBJECT: HUMAN SERVICES REFERRAL - REVISED

PURPOSE: Department employees often encounter homeless persons in need of human services. While homelessness is not a police issue of a criminal nature, employees, when able, should provide human services information to homeless persons. That information may be obtained via the Area Command Console (ACC), Communications Division, or through the INFO LINE. The INFO LINE is a one-source referral for persons in need of human services and is coordinated by the Information and Referral Federation of Los Angeles County. These services include food, shelter, counseling, hotlines, and health services. The telephone bank at INFO LINE is staffed on a 24-hour basis by personnel familiar with the capabilities of private, governmental, and charitable agencies within Los Angeles County and does not provide services directly.

This Order revises Department Manual Section 4/203.38, supercedes Operational Order No. 16, 1989, and deactivates Field Notebook Divider-Referral Agencies, Form 18.41.0.

PROCEDURE:

- I. FIELD NOTEBOOK DIVIDER-REFERRAL AGENCIES, FORM 18.41.0 - DEACTIVATED.** The Field Notebook Divider-Referral Agencies, Form 18.41.0 is deactivated. The information contained in Form 18.41.0 is now available through other Department resources (e.g., Communications Division) and is no longer needed. The discontinued Form 18.41.0 shall be marked "obsolete" and placed into the divisional recycling bin.
- II. HUMAN SERVICES INFORMATION.** Employees coming in contact with persons in need of human services information shall:
 - * Obtain human services information via the ACC service directory command (SD; ICSHELTERS); or,
 - * Obtain human services information by telephonically contacting Communications Division.

In addition, employees shall provide persons in need of human services with the telephone numbers to the INFO LINE at (323) 686-0950 or (800) 339-6993.

Employees who come into contact with a homeless person seeking shelter, who is suspected of being mentally ill, shall contact the Mental Evaluation Unit, Detective Headquarters Division, for advice (Section 4/260.20).

III. COLD WEATHER EMERGENCY SHELTER NOTIFICATIONS. During the activation of cold weather emergency shelters, the Los Angeles Housing Shelter Association (LAHSA) manages the Winter Shelter Hot Line. The LAHSA will notify Communications Division, upon the activation of cold weather emergency shelters. During the activation of cold weather emergency shelters Communications Division shall:

- * Maintain liaison with LAHSA;
- * Provide the Winter Shelter Hot Line telephone number(s) and locations to Area watch commanders; and,
- * Disseminate cold weather emergency shelter information to Department employees via a Departmentwide broadcast, teletype, and through the ACC.

AMENDMENTS: This Order amends Department Manual Section 4/203.38.

AUDIT RESPONSIBILITY: The Commanding Officer, Operations Central Bureau (Department Homeless Coordinator), shall monitor compliance with this directive in accordance with Department Manual Section 0/080.30.

BERNARD C. PARKS
Chief of Police

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